

CANDIDATE	INTERVIEWER	DATE	STAGE
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INTERVIEW QUESTIONS · PERSONAL SHOPPER

1	What experience do you have working as a personal shopper?	1 2 3 4 5	
2	How would you approach helping clients find the right style?	1 2 3 4 5	
3	Do you consider yourself an expert in fashion trends and styles?	1 2 3 4 5	
4	Describe how comfortable are you with using technology to keep track of orders, client information, etc..	1 2 3 4 5	
5	Are there any other topics related to customer service that your skillset covers?	1 2 3 4 5	
6	How do you handle customer complaints in a polite and professional manner?	1 2 3 4 5	
7	How do you manage multiple tasks simultaneously?	1 2 3 4 5	
8	What would be the best way for customers to contact you if they have any questions or concerns?	1 2 3 4 5	
9	Could you provide examples of successful customer service experiences that you have had in the past?	1 2 3 4 5	
10	Are there any areas of personal shopping that you feel particularly passionate about or specialize in?	1 2 3 4 5	
11	What steps would you take to ensure customer satisfaction with their purchase?	1 2 3 4 5	
12	Are there any challenges that you anticipate when working as a Personal Shopper?	1 2 3 4 5	

OVERALL ASSESSMENT

CRITERIA	SCORE (1-5)	NOTES
Educational Background Appropriate qualifications or training for the position.	1 2 3 4 5	
Prior Work Experience Skills or qualifications acquired through past work.	1 2 3 4 5	
Qualifications / Experience The technical skills the position actually needs.	1 2 3 4 5	
Problem Solving Abilities Demonstrated critical problem-solving.	1 2 3 4 5	
Communication Team building and communication skills.	1 2 3 4 5	

CRITERIA

SCORE (1-5) NOTES

Organizational Fit Would this hire steer the organization the right way?	<div>12345</div>	
Directional Fit A step forward, or backward, in their career?	<div>12345</div>	

RECOMMENDATION

☐ Advance ☐ Hold ☐ Decline

1 = well below the bar · 3 = meets it · 5 = clearly above it

AvaHR — hiring software for teams without a recruiter
Use the same scorecard for every candidate in this role.